

PRESTON NORTH END FOOTBALL CLUB CONDITIONS OF ISSUE OF SEASON TICKETS 2017/18

1. This season ticket book is subject to the rules and regulations of FIFA, UEFA, The Football Association, The FA Premier League and The English Football League ('the EFL') in respect of the relevant football competition and Preston North End Football Club Ground Regulations.
2. The season ticket book remains the property of Preston North End Football Club ('the Club') at all times and the purchase and/or use of this season ticket constitutes acceptance of the policies and procedures of ('the Club') and the conditions, under which it is issued, as detailed below.
3. The holder must complete the name and address details inside the front cover immediately upon receipt in order to validate the book.
4. All match dates are subject to alteration. No refunds will be made in respect of any amendments to the initial fixture list.
5. As a joint commitment with broadcast partner SKY Sports, the EFL will endeavour to ensure all Clubs are given a minimum of at least 'five weeks' notice ahead of any matches selected for live television coverage. This is ultimately to be as fair as possible to supporters who are looking to make arrangements to attend these matches. No refunds will be made in respect of any amendments to the initial fixture list. If for any reason both the EFL and SKY Sports are unable to meet the five week minimum timeframe, then the Clubs have the ability to choose not to broadcast live on television. However if both Clubs mutually agree to the rescheduling of the fixture within this five week period then the game will be played on the new date.
6. No refunds will be made in respect of any vouchers unused.
7. The season ticket admits the holder to all EFL match fixtures to be played at Deepdale upon production of the appropriate voucher. This does not include any Play-Off, cup competition or friendly matches that may from time to time be played at Deepdale.
8. The season ticket book must be produced at the turnstile with the relevant voucher still attached in order for the turnstile operator to remove the voucher from the book, otherwise it is invalid.
9. The season ticket book contains individual vouchers numbered 1 to 25; each relating to a separate EFL fixture. These will be chosen at random and will not be used in numerical order.
10. Please refer to the Preston North End Football Club Customer Charter for further information on the Club's policies and procedures. This can be found on the Club's website PNE.Com and is sited inside and around the stadium.

11. It is the responsibility of the season ticket holder to check that their season ticket book contains all of the appropriate vouchers prior to commencement of the season. No missing vouchers will be replaced after the commencement of the season. The Club is not responsible for replacing season tickets, which have been lost, stolen or mislaid.
12. The season ticket is for the personal use of the holder only and is strictly non-transferable. The sale of individual season ticket vouchers is strictly forbidden.
13. Season ticket holders must occupy the seat allocated and indicated in the book. Spot checks will be carried out throughout the season.
14. Changes of address must be notified to the Club's ticket office immediately.
15. All season ticket books which have been damaged, defaced, lost or stolen will be replaced at a cost of £50.
16. In the event of a forgotten or misplaced season ticket, supporters must purchase a matchday ticket from the ticket office and retain the ticket stub – to be returned together with the appropriate voucher and the season ticket book in order to claim a refund. All refunds must be re-claimed within three working days of the fixture date. No refunds will be issued to season ticket holders who cannot present the Club with both the replacement ticket stub and the original voucher together.
17. To regrade a season ticket seat to an alternative age band, the transaction must be completed in person prior to kick-off. You must produce your full season ticket book in order to complete this transaction. The relevant upgrade price or refund will be applicable.
18. Anyone wishing to relocate his or her season ticket for a matchday fixture must do so in person prior to kick-off, any price difference will be charged accordingly based on the matchday price.
19. Applications for tickets other than EFL match fixtures must be accompanied by the appropriate voucher from the season ticket book as and when requested by the Club. Terms and conditions will be confirmed via the Club's media channels.
20. The allocation of ticket priority for away games will be announced via the Club's media channels. In most circumstances priority will be provided to season ticket holders then to supporters with a required number of loyalty points followed by general sale. Decisions will be based on the opponents, the profile of the fixture and the allocation of tickets received. Information will be conveyed to supporters via the Club's media channels.
21. The Club reserves the right to re-designate any area of the ground whether that be to visiting supporters or otherwise. In such an event season ticket holders who are affected will be allocated a ticket for the relevant match in an alternative section of the ground.

22. The Club accepts no responsibility whatsoever if the seat to which this ticket refers is affected by adverse weather conditions.
23. If a match is abandoned or postponed for whatever reason, season ticket holders will be offered free admission to the re-arranged game. The Club will announce the use of an alternative voucher from your season ticket book to gain entry to the re-arranged fixture. Details of the re-arranged fixture will be communicated through the Club's media channels.
24. All persons entering Deepdale (or any other ground to which admission is permitted with this season ticket) must comply with the ground regulations (copies of which are displayed within the ground) and with the rules and regulations of the Football Association and the EFL as they apply from time to time.
25. Entry to Deepdale (or any other grounds to which admission is permitted with this season ticket) shall be deemed to constitute unqualified acceptance of all rules and regulations. The Club reserves the right to eject any person from the ground who fails to comply with such rules and regulations.
26. The Club's Inclusion and Anti-discrimination Mission Statement can be found on the Club's website, PNE.Com.
27. Any season ticket holder who,
 - a. breaches the regulations or who the Club reasonably believes is likely to breach the regulations;
 - b. acts in any manner detrimental, or likely to be detrimental to the Club;
 - c. persistently stands in seated areas or climbs over or on any seats;
 - d. the Club reasonably believes has sold a season ticket voucher(s) to another person;
 - e. misuses the season ticket under any of the terms and conditions;
 - f. is the subject of a restriction order under The Football Spectators Act; 1989 and who has acted in any way that such an order could have been made or applied for;
may, at the Club's discretion, be ejected from or refused entry to Deepdale (or any other ground to which admission is permitted with this season ticket) and/or have the season ticket confiscated for part or all of the remainder of the season, with no compensation being payable for any unused vouchers.

The following are offences under the Football (Offences) Act 1991 and are strictly forbidden:

- the throwing of any object within the ground without lawful authority or excuse;
- the chanting of anything of an indecent or racist nature;
- the entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.

Any spectator who commits any of the above offences is liable to be arrested.

Racial homophobic or discriminatory abuse, use of obscene language, chanting or harassment is strictly forbidden and will result in arrest and or ejection from the ground. The Club may impose a ban for one or more matches.

28. The Club reserves the right to amend/or alter the conditions of issue of season tickets without prior notification. The Club's decision on all matters relating to admission to Deepdale or to these conditions shall be accepted as final and binding.
29. No person may bring into the ground or use within the ground any equipment, which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to any match, or the ground.
30. Mobile telephones are permitted within the ground, provided that they are used for personal and private use only.
31. The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the ground provided that nothing shall limit or exclude the liability of the Club for fraud, fraudulent misrepresentation or death or personal injury caused by its negligence.
32. Deepdale is a no smoking stadium, anybody caught smoking or using vaping devices within the stadium, concourses or toilet facilities will be asked to leave. There is a half-time facility available for fans who wish to smoke/vape in an open and safe environment. Please enquire at the ticket office for more information on the restricted area where this is available.
33. To receive the senior citizen concessionary rate, you must be at least 65-years-old on 4th August 2017. PNE Ambassadors who purchased an Ambassador season ticket before 31st May 2012 and were 60 on or before the **opening day** of the 2013/14 season will be entitled to the senior citizen discount at 60 and for **all future** years, if they continue to hold a PNE season ticket.
34. Approved forms of identification must be shown when purchasing any concessionary ticket. Acceptable forms of ID for proof of age are as follows: Passport, Birth Certificate or Photo Driving Licence. Full-time students and apprentices aged 22 to 24-years-old must provide a signed, dated letter from the college, university or apprenticeship organisation to confirm course dates and full-time status. (NUS cards are not a valid form of student status).
35. Under 11 concessionary season ticket holders must be ten-years-old or younger on 4th August 2017. Proof of age will be required with each purchase.
36. To receive the 11 to 18-year-old concessionary rate, you must be aged 11,12,13,14,15,16,17 or 18-years-old on 4th August 2017.

37. An under 11 must become a season ticket holder to qualify for the nil price entry for each EFL fixture. All applicants must register and sign up for their season ticket within the published season ticket deadline period. A full price, over 18, season ticket must accompany an U11. A maximum of four U11s can be obtained with each over 18 season ticket purchase.
38. All children under 11 will pay £2 per game for a match ticket in the Invincibles Pavilion, Sir Tom Finney Stand and Alan Kelly Town End if they are not an U11 season ticket holder and £1 per game in the Sir Tom Finney Family Zone. A maximum of four U11 match tickets will be issued against each over 18 match ticket purchased.
39. All supporters with a disability must be registered with Preston North End FC by completing a disability registration form.

The registration form consists of two parts; part one is to be completed by the applicant or their representative and part two must be completed by a person who works in (or is retired from) a recognised profession. This person must know the applicant well, but cannot be related to or live at the same address as the applicant.

A recognised profession can be defined as a job which requires special knowledge and skills derived from research, training and education and is acknowledged by the public as such. I.e.; doctor, teacher, solicitor.

One of the following documents will also need to be provided at the time of registration in support of the registration form:

- * Disability Living Allowance (DLA) at the medium to high rate;
- * Personal Independence Payment (PIP) at the standard or enhanced rate;
- * Certificate of Visual Impairment
- * Attendance Allowance

You will be advised at the time of completing your registration if/when your application will be reviewed.

For the full Disabled Supporter and Carer Terms and Conditions please visit the Club's website www.pne.com or contact our disability liaison officer on 0344 856 1964 or via email slo@pne.com.

40. All wheelchair disabled platform spaces will be sold on a first come first served basis in each home stand.
41. Every child under the age of 14 must be accompanied by an adult aged 18 or over.
42. To purchase a season ticket in the Family Zone (Blocks A, B and C in the Sir Tom Finney Stand), any purchase by an 18-year-old and above must be accompanied by at least one under 18.

43. The Club accepts no responsibility for juniors under the age of 14 years who are left unattended or attend Deepdale unaccompanied by an adult.
44. Loyalty point scheme: Please refer to the loyalty point scheme information document on the Club's website, PNE.Com, for more information about the benefits of the scheme.

Last updated May 2017.